



**[Billing Code 4140-01-P]**

## DEPARTMENT OF HEALTH AND HUMAN SERVICES

### National Institutes of Health

Proposed Collection; 60-Day Comment Request: Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery, National Institute of Neurological Disorders and Stroke (NINDS)

Summary: In compliance with the requirement of Section 3506(c)(2)(A) of the Paperwork Reduction Act of 1995, for opportunity for public comment on proposed data collection projects, the National Institute of Dental Craniofacial Research (NIDCR), National Institutes of Health (NIH), will publish periodic summaries of proposed projects to be submitted to the Office of Management and Budget (OMB) for review and approval.

Written comments and/or suggestions from the public and affected agencies are invited on one or more of the following points: (1) Whether the proposed collection of information is necessary for the proper performance of the function of the agency, including whether the information will have practical utility; (2) The accuracy of the agency's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used; (3) Ways to enhance the quality, utility, and clarity of the information to be collected; and (4) Ways to minimize the burden of the collection of information on those who are to respond, including the use of appropriate automated, electronic, mechanical, or other technological collection

techniques or other forms of information technology.

**To Submit Comments and for Further Information:** To obtain a copy of the data collection plans and instruments, submit comments in writing, or request more information on the proposed project, contact: Dr. Sophia Jeon, Health Science Policy Analyst, Office of Science Policy and Planning, OSPP, NINDS, NIH, 31 Center Drive, Building 31, Room 8A03, Bethesda, MD 20892, or call non-toll-free number (301) 435-7571, or E-mail your request, including your address to: [sophia.jeon@nih.gov](mailto:sophia.jeon@nih.gov) Formal requests for additional plans and instruments must be requested in writing.

**Comment Due Date:** Comments regarding this information collection are best assured of having their full effect if received within 60 days of the date of this publication.

**Proposed Collection:** Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery, National Institute of Neurological Disorders and Stroke (NINDS), 0925-0678, Expiration Date 08/31/2016 – EXTENSION, National Institute of Neurological Disorders and Stroke (NINDS), National Institutes of Health (NIH).

**Need and Use of Information Collection:** The information collection activity will garner qualitative customer and stakeholder feedback in an efficient, timely manner, in accordance with the Administration's commitment to improving service delivery. By qualitative feedback we mean information that provides useful insights on perceptions and opinions, but are not statistical surveys that yield quantitative results that can be generalized to the population of study. This feedback will provide insights into customer

or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative and actionable communications between the Agency and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management.

Feedback collected under this generic clearance will provide useful information, but it will not yield data that can be generalized to the overall population. This type of generic clearance for qualitative information will not be used for quantitative information collections that are designed to yield reliably actionable results, such as monitoring trends over time or documenting program performance. Such data uses require more rigorous designs that address: the target population to which generalizations will be made, the sampling frame, the sample design (including stratification and clustering), the precision requirements or power calculations that justify the proposed sample size, the expected response rate, methods for assessing potential non-response bias, the protocols for data collection, and any testing procedures that were or will be undertaken prior fielding the study. Depending on the degree of influence the results are likely to have, such collections may still be eligible for submission for other generic mechanisms that are designed to yield quantitative results.

OMB approval extension is requested for 3 years. There are no costs to respondents other than their time. The total estimated annualized burden hours are 5750.

#### Estimated Annualized Burden Hours

Type of Collection	Type of	No. of	Annual	Hours per	Total
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	Respondent	Respondents	Frequency per Response	Response	Hours
Surveys (various programs)	Individuals, Households, Businesses, Organizations, State, Local or Tribal Government	3500	1	15/60	875
Surveys (electronic communications/outreach)	Same as above	6000	2	15/60	3000
In-Depth Interviews	Same as above	100	1	90/60	150
Focus groups and/or small discussion groups	Same as above	400	1	120/60	800
Website and/or Software Usability Tests (including web surveys)	Same as above	600	1	90/60	900
Intercept testing	Same as above	100	1	15/60	25
<b>Total</b>		<b>10700</b>	<b>16700</b>		<b>5750</b>

Dated: May 26, 2016.

Walter Koroshetz,

Director,

National Institute of Neurological Disorders and Stroke, NIH.

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